

POLICE SERVICE AIDE

Salary Range: \$38,293.84 (start) to \$42,272.62

Apply: The Human Resources Department must receive a completed City of Royal Oak application **no later than 12:00 p.m., Friday, January 10, 2014**, in person or by mail at: 211 Williams Street, Box 64, Royal Oak, MI 48068. Visit www.romi.gov/jobs to download application materials.

A **POLICE SERVICE AIDE**, upon application, shall have the following training and experience:

- Graduation from a standard high school
- Minimum of one year experience as a full-time police officer or firefighter, **OR** Minimum of one year experience as a vehicle dispatcher in a Police Dept., Fire Dept., Governmental agency, or in the military service, **OR** have an equivalent combination of experience and training.
- Licenses: A valid Michigan Vehicle Operators' permit.

GENERAL STATEMENT OF DUTIES: A **POLICE SERVICE AIDE** performs a variety of duties associated with the Police Department but which do not require the authority of sworn personnel. The **POLICE SERVICE AIDE** is supervised by the on-duty Command Officer and will perform non-criminal administrative activities at Police Headquarters, receive 911 emergency telephone calls, answer calls from the public, receive walk-in complaints, dispatch police, fire and other emergency vehicles, operate the LEIN and CLEMIS terminals, enforce parking ordinances, and perform related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES: A **POLICE SERVICE AIDE** may be called upon to do any or all of the following: (These examples do not include all of the duties which the employee may be expected to perform.)

- Receive incoming 911 emergency telephone calls, obtain essential information including type of emergency and location, and dispatch police, fire or other emergency vehicles as required.
- Receive fire alarms, and relay information to Fire Department officers and stations.
- Operate computer terminal, scanner and other communication equipment.
- Transmit and receive routine and emergency communications over the police radio network.
- Record entries into the appropriate radio telephone and summary log.
- Process various forms and reports relative to Police Department activities such as incident and arrest reports, regular and special reports.
- Receive walk-in accident reports and citizen complaints.
- Receive complaints over the telephone.
- Perform LEIN and CLEMIS checks at the request of on-scene police officers or other authorized personnel regarding driving and criminal records, wants and warrants, and vehicle registration information.
- Perform a variety of tasks related to the security, custody, processing and searching of prisoners including assisting in bookings operations, as required.
- Maintain records of street closings, hydrants out of service, public service supervisor's phone numbers, and other conditions affecting the dispatching of emergency services.
- Enforce parking ordinances by checking meters and restricted areas and writing violations tickets; report out-of-order meters, wind meters as required.
- Perform related Police Department duties as assigned.

QUALIFICATIONS FOR EMPLOYMENT:

- Ability to become proficient in the operation of a computer assisted dispatch system.
- Ability to deal courteously and effectively with the public in all situations.
- Ability to develop a working knowledge of local geography, streets, and principal locations in the City.
- Ability to successfully complete all job-related training during the probationary period.
- Ability to prepare accurate reports and records.
- Ability to work with others and function under stress.
- Ability to deal directly with the public in all situations.
- Ability to communicate effectively verbally and in writing.
- Ability to obtain knowledge and familiarity with firearms.
- Ability to work outside in all types of weather conditions when enforcing parking ordinances, and to walk and be on one's feet for long periods of time.
- Ability to operate a motor vehicle.
- Ability to function effectively under stress and in emergency situations.
- Skill in the use of various tools and equipment, including personal computer including word processing software, copy machine, fax machine and radio.

12/11/2013